

AmeriCorps CARE REIMBURSEMENT POLICIES

Please take time to read all of these policies carefully. They will assist you in completing and submitting your monthly coupons. Our staff is available to answer any questions you may have. You may contact us Monday through Friday from 8:30 am -5:30 pm (Eastern Standard Time) at 1-(800) 570-4543. However, we recommend that you keep this information in your records for easy reference.

IMPORTANT: AmeriCorps CARE will only reimburse a Caregiver while the Member is and remains eligible to receive childcare benefits. The Member's eligibility must be re-determined periodically.

I. COUPONS

- ALWAYS INDICATE THE MONTH OF THE COUPON. **We must know what month you are invoicing us for. Coupons with no month indicated will be returned.**
- INDICATE THE CAREGIVER'S NAME (IF UNLICENSED/UNREGULATED INDIVIDUAL) OR NAME OF DAYCARE BUSINESS. **Also include Caregiver's social security or Tax Identification number, current street address, and phone number. *If a change of address occurs, please notify us immediately in a separate letter (other than the coupon).***
- INDICATE THE MEMBER'S NAME. **Also include the Member's Social Security number, current street address, and work phone number. If a change of address occurs, please notify us immediately in a separate letter. Note to Members: If a name change occurs during the course of service, notify our office immediately in a separate letter (other than the coupon) and include copies of supporting legal documentation.**
- INDICATE ALL CHILDREN RECEIVING CARE. **Clearly write the name and social security number, and indicate the age group for each child. Each child's name must be recorded on the front and back of the coupon. Each coupon can be used for up to four (4) children. Note to members: If you utilize more than one Caregiver, please use a separate coupon per caregiver. Note to caregivers: If you provide services for more than one AmeriCorps Member, use a separate coupon per family.**
- COUPONS MUST HAVE CAREGIVER'S AND MEMBER'S SIGNATURES. **Coupons missing signatures or not having original signatures will be returned.**
- COMPLETE ALL BLOCKS IN THE ATTENDANCE RECORD WITH THE APPROPRIATE ATTENDANCE CODES. **On the back of each coupon is an attendance record. Please do not leave blank spaces in the Attendance Record, as this may delay payment. A list of acceptable Attendance Codes is on the back of each coupon. Please see the list of Attendance Code Definitions found on pages 5 and 6 of this document for more detailed explanations and proper usages. You may also refer to the "Sample Coupon" included in the actual coupon booklet. Use only one attendance line per child. For example, the child's name on line #1 for the 1st – 15th of the month must be the same as the child's name on line #1 for the 16th – 31st of the month. Whenever a child is not**

physically with the Caregiver, the NC (No Care) code must be used. (See page 6.) The Caregiver will be reimbursed for NC days based on current payment policies.

- **AUTHORIZATION LETTERS.** Members must obtain written authorization from their Program Director or Site Supervisor for any change in a child's schedule including *extended or additional* care hours (24-hour/overnight care, weekend care, evening care, etc.). Caregivers can only be reimbursed for *extended or additional* care hours if the Member was required to participate in an AmeriCorps related activity. *Please note that 24-hour/overnight care is not legal in all states. Therefore, Members needing extended care should check with their Program Director beforehand, since some extended care may not be reimbursable to the Caregiver. Program Directors will have information on which states allow 24-hour/overnight care. To avoid delays in Caregiver reimbursements, the authorization letter should be attached to, and submitted with, the corresponding month's coupon. Caregivers will not be reimbursed for extended care without proper authorization on file. If an authorization letter cannot be attached to the coupon, it should be submitted within five (5) business days from when the extended care was provided. The authorization letter may be faxed or mailed to our office and should include: 1) the specific date(s) extended care was provided, 2) the hours extended care was provided on each day, 3) the reason(s) extended care was needed, and 4) the Program Director's or Site Supervisor's signature. All authorization letters must be documented on AmeriCorps or program site letterhead. Handwritten notes on blank or notebook paper will not be honored.*
- **QUESTIONS REGARDING RECEIPT OF A COUPON.** Please allow 5-10 business days after mailing the coupon before calling about its receipt. We strongly recommend that you allow sufficient time for processing the coupon reimbursement and for the postal service to deliver the reimbursement check. Another option is to submit coupons by Certified Mail, or a package delivery service such as Federal Express, etc. These services will provide confirmation of when a coupon is received.
- **A COUPON MUST BE RECEIVED BY AmeriCorps CARE IN ORDER TO REIMBURSE A CAREGIVER.** *Under no circumstances can a Caregiver be reimbursed without first submitting a coupon. Coupon booklets are mailed to the Member after the Childcare Eligibility Application is approved and processed. It is the Member's responsibility to give one coupon per month to the Caregiver. If additional coupons are needed, the Member must call a Child Care Coordinator to make the request.*
- **PHOTOCOPIED, FAXED OR OTHERWISE DUPLICATED COUPONS...***will not be honored under any circumstances. Always submit original AmeriCorps CARE coupons.*
- **EXPRESS MAILING COUPONS...** **does not guarantee faster processing. In addition, we do not express mail Caregiver reimbursement checks.** Accurate and complete coupons are processed within ten (10) business days from the date received by AmeriCorps CARE.
- **AmeriCorps CARE RESERVES THE RIGHT TO RANDOMLY CHECK THE ACCURACY AND VALIDITY OF COUPONS AT ANY TIME.**

II. RATES AND FEES

- **CHILDCARE RATES.** AmeriCorps CARE can only pay up to the local market rate for childcare services. These rates must be agreed upon and confirmed with the Caregiver prior to reimbursement. Each state stipulates who can be paid as a Caregiver, the maximum childcare allowance for the age of the child, the location in which care can be provided, and the type of care that can be provided.
- **ADDITIONAL CAREGIVER FEES.** Registration fees, late fees, early withdrawal fees, transportation fees, snack fees and all other miscellaneous fees are *not* reimbursable by AmeriCorps CARE.

III. REIMBURSEMENT FOR CHILDCARE

- **CAREGIVER REIMBURSEMENT...**will be issued within ten (10) business days from AmeriCorps CARE's receipt of a complete and accurate coupon.
- **RATES MUST BE NEGOTIATED...** for all types of care indicated on the coupon Attendance Record in order to reimburse a Caregiver. If the rate agreement, that the Member and Caregiver receive, does not show a rate for the type of care needed, the Caregiver **must contact our office immediately to speak with a Child Care Coordinator.** *We must confirm childcare rates with the Caregiver before reimbursement can be issued.*
- **CAREGIVERS WILL NOT BE REIMBURSED...** for any child that is not listed on the Childcare Eligibility Application *and* Caregiver Registration & Information Form.
- **MEMBERS WILL NOT BE REIMBURSED FOR CHILD CARE.** Under no circumstances can a Member be reimbursed for childcare, even if the Member paid for childcare out-of-pocket. Note to Members: Before placing a child with a Caregiver, please make clear and concise arrangements with the Caregiver for subsequent reimbursement. It takes approximately 3-4 weeks to process a complete Childcare Eligibility Application and enter the file data into the computer system. If a Member pays a Caregiver out-of-pocket because payment is required at the time the child is enrolled, or for any other reason, reimbursement from AmeriCorps CARE will still be made to the Caregiver. The Caregiver should pay back the Member after receiving reimbursement from AmeriCorps CARE but it is the Member's responsibility to be sure the Caregiver is willing and able to agree to such an arrangement. This arrangement must be confirmed in a separate agreement between the Member and the Caregiver.
- **IF A CHECK IS NOT RECEIVED...** the Caregiver must *first* verify that the expected check has actually been issued. If the check has been issued, please allow at least fifteen (15) business days from the date the check was issued. **After fifteen business days, the Caregiver must complete and submit the REQUEST FOR STOP PAYMENT / REISSUE OF CHECK FORM to request action to be taken on a lost or missing check. No action**

can be taken to research a lost or missing check until AmeriCorps CARE receives this form from the Caregiver.

IV. MISCELLANEOUS:

- **CHANGING CAREGIVERS.** Members must notify AmeriCorps CARE at least 15 calendar days prior to changing Caregivers. In addition a Caregiver Change Request Form and a Caregiver Information & Registration Form for the new caregiver must be completed and submitted. Payments to the new Caregiver will begin after the new paperwork has been approved and processed.
- **TIMELINE FOR PROCESSING APPLICATIONS.** The Member is responsible for completing and submitting the Childcare Eligibility Application and all other related paperwork to their Program Director for signatures and then to AmeriCorps CARE. Please allow 3 – 4 weeks for a **complete** Childcare Eligibility Application to be processed. Incomplete applications, missing supporting documents, etc. are the most common reasons for lengthy processing time. All applications and supporting documents must be submitted by mail. There are 3 AmeriCorps CARE Forms needed to initiate the processing of an application:
 1. **Childcare Eligibility Application**
 2. **Caregiver Information & Registration Form**
 3. **Reminder Sheet**

All forms (some with two pages) must be filled out completely (all sections) and have all required signatures. **Unregulated** or **unlicensed** Caregivers must submit a copy of their Social Security Card, State ID, Birth Certificate, or Non-Driver's ID. **Licensed** or **regulated** Caregivers must submit a copy of their childcare license or registration. Members must submit Birth Certificates for all children needing care and pay stubs for all family members. If additional supporting documentation is needed, a Childcare Coordinator will contact the Member and/or Program Director.

ATTENDANCE CODE DEFINITIONS

Attendances Codes are reviewed with the Caregiver when the Child Care Coordinator makes contact to negotiate rates. A Rate Agreement is mailed to the Caregiver and the Member stating the rate(s) negotiated and agreed upon with the Caregiver, the child's schedule(s), and the appropriate codes to be used on the coupons. Please refer to the Rate Agreement and sample coupon (in the coupon booklet) when completing coupons. Correct usage of Attendance Codes will prevent delays in Caregiver reimbursements. *Coupons must be completed completely and accurately to ensure proper processing and timely reimbursement.*

Attendance Codes fall under 3 categories:

1. Non-school Age Codes
2. School Age Codes
3. All Age Codes (apply to School age and Non-school age children)

NOTE: The definitions used below for full-time, part-time, etc. are general definitions. Depending on the state in which child care is provided, these definitions may actually be slightly different.

NON-SCHOOL-AGE CODES:

FD (FULL DAY/FULL-TIME)

This code is used for a non-school age child (infant, toddler, or pre-schooler) who is with the Caregiver for five (5) hours or more continuous per day or more than twenty-five (25) hours per week.

PD (PART DAY/PART-TIME)

This code is used for a **non-school age** child (infant, toddler, or pre-schooler) who is with the Caregiver for **less than five (5) hours** per day or **less than twenty-five (25) hours** per week.

SCHOOL AGE CODES:

SF (SCHOOL AGE, FULL DAY)

This code is used to for a **school age** child (6 years or older) who is **physically with** the Caregiver for a total of five (5) hours or more per day; or for a **school age** child on a regular school schedule, who requires Before and/or After School Care totaling five (5) hours or more per day or more than twenty-five (25) hours per week; or for a **school age** child when they are with the Caregiver full-time during the summer months and school vacations; or for a **school age** child when they are temporally ill, unable to attend school and are with the Caregiver for five (5) hours or more hours each day.

SP (SCHOOL AGE, PART DAY)

This code is used for a **school age** child (6 years or older) who is **physically with** the Caregiver for a total of **less than five (5) hours** per day; or for a **school age** child on a regular school schedule, who requires Before and/or After School Care totaling **less than five (5) hours** per day or **less than twenty-five (25) hours** per week.

SH (SCHOOL AGE, HOLIDAY)

*This code is only used to indicate school holidays or school closings. **IMPORTANT:** This code is not to be used to indicate daycare holidays or daycare closings. This code is used for a **school age** child (6 years or older) who is **physically with** the Caregiver full-time, but who would normally be attending school part-time or full-time on that day.*

NOTE: If there is a school holiday or school closing and the child is not physically with the Caregiver, use the NC code. See below.

ALL AGE CODES (apply to School age and Non-school age children) :

24 (24-HOUR CARE/OVERNIGHT CARE)

24-hour and/or overnight care **is not legal in all states**. In states where 24-hour and/or overnight care is legal, the Member **must** have prior written authorization from their Program Director, when documenting 24-hour or overnight care on the coupon. The Member must have participated in an AmeriCorps activity during these hours (i.e., retreat, training workshop, field trip, or other AmeriCorps related activity).

NC (NO CARE PROVIDED)

This code is used whenever a child is **not physically** with the Caregiver. This includes absences due to illness, holidays, daycare closings, and all other absences. Caregivers will be reimbursed for NC days based on the Caregiver and AmeriCorps CARE policies already established.

TM (TERMINATION OF CHILD CARE SERVICES)

This code is used to indicate a Caregiver's last day of providing childcare services.

